

Amendments to the Claims

The following listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1. (amended) A method of maintaining a website, the method comprising:
providing electronic help on a website;
collecting usage data from the electronic help, wherein the usage data comprises an identifier that identifies the point in a website where electronic help was requested; and
providing at least one report, said report being indicative of the usage data.
2. (original) The method of maintaining a website of Claim 1, further comprising modifying the website based on said report.
3. (original) The method of maintaining a website of Claim 1, wherein said report is generated automatically upon receipt of usage data.
4. (original) The method of maintaining a website of Claim 1, wherein said usage data includes a user browser type.
5. (original) The method of maintaining a website of Claim 1, wherein said usage data includes a user network address.
6. (original) The method of maintaining a website of Claim 1, wherein said usage data includes a requested help topic.
7. (amended) A system for website help, comprising:
a tracking module adapted to track and log movements of a user in a help environment;
a recording module adapted to record information pertaining to the user and to the movements, wherein the information pertaining to the user comprises an identifier that identifies the point in a website where help was requested; and
a reporting module adapted to report usage of the help environment.

8. (original) The system for website help of Claim 7, wherein said recording module is further adapted to record a user browser type.
9. (original) The system for website help of Claim 7, wherein said recording module is further adapted to record a user network address.
10. (original) The system for website help of Claim 7, wherein said recording module is further adapted to record a requested help topic.
11. (new) A system for improving a computer executed application having an associated help system, comprising:
- an application server configured to execute an application having a user interface and an associated help system;
 - a help server configured to execute the help system associated with the application, wherein the help server is communicatively coupled with the application server via a data communication network and wherein the help server comprises:
 - a data storage area;
 - a recording module configured to collect usage data from user interaction with the help system, wherein the usage data comprises an identifier that identifies the point in the application where help was requested; and
 - a reporting module configured to report usage of the help system.
12. (new) The system of claim 11, wherein the usage data comprises a user browser type.
13. (new) The system of claim 11, wherein the usage data comprises a user network address.
14. (new) The system of claim 11, wherein the usage data comprises a requested help topic.
15. (new) The system of claim 11, wherein a report generated by the reporting module identifies an aspect of the application executed by the application server that can be improved.

16. (new) A method for improving a computer executed application having an associated help system, comprising:

receiving via a data communication network a request for electronic help from an application;

collecting usage data from the electronic help session, wherein the usage data comprises an identifier that identifies the point in the application where electronic help was requested; and

providing a report comprising the usage data and identifying an aspect of the application that can be improved.

17. (new) The method of claim 16, further comprising modifying the application based on the report.

18. (new) The method of claim 16, wherein the usage data comprises a user browser type.

19. (new) The method of claim 16, wherein the usage data comprises a user network address.

20. (new) The method of claim 16, wherein the usage data comprises a requested help topic.